

Access Idaho Steering Committee

Meeting Minutes

(Approved by Committee)

June 15, 2000

The Access Idaho Steering Committee monthly meeting was held on Thursday, June 15, 2000 from 1:30 to 3:00 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

The meeting was called to order by ITRMC Project Team Manager Miles Browne who welcomed members and others present. Browne was standing in for Bill Farnsworth, who was absent. Jeff Rompala, ITRMC Project Team subsequently chaired the meeting when Mr. Browne had to leave early.

ATTENDANCE

Members Present:

Mr. Chuck Goodenough, Deputy Secretary of State
Mr. Scott Somerhalder, Idaho Information Consortium
Mr. Keith Bumsted, Department of Transportation
Mr. Rob Spofford, Department of Water Resources
Mr. Mark Little, Division of Purchasing
Mr. John McAllister, Department of Labor
*Mr. Miles Browne, ITRMC Project Team

*Designate

Others Present:

Mr. Jon Eckerle, Department of Administration
Mr. Chuck Knapp, Idaho Information Consortium
Ms. Karen Bresnahan, ITRMC Project Team
Mr. Jeff Rompala, ITRMC Project Team

Absent Members:

Mr. Bill Farnsworth, ITRMC Project Team

APPROVAL OF MAY 2, 2000 MINUTES

Approval of the May 2, 2000 Minutes was done via e-mail following the June 15, 2000 Meeting. The Minutes were unanimously approved.

BACKGROUND

Access Idaho is a project for streamlining accessibility to state government electronic services and information. The State of Idaho has established a statewide contract with **Idaho Information Consortium** (IIC) to provide gateway or "portal" services. IIC has created a re-design of the State Home Page allowing

citizens to navigate easily from there to all agency web sites for the use of E-Government applications. IIC will be assisting agencies in web page design and development of on-line applications.

ACCESS IDAHO REPORT

Scott Sommerhalder, IIC, provided to the Committee a General Manager's Report, summarizing progress in marketing, development, and a listing of projects completed and being developed.

Summary

Since the Portal was officially launched in a press conference on May 3, 2000, the majority of comments received have been positive, reported Sommerhalder. During May, 2000 Access Idaho put on-line its first application, a **Business Entity Search**, developed for the Secretary of State's Office. The application is free to citizens and businesses, with the next phase being the on-line purchase of **Certificates of Existence**, (the first credit card application) expected to be complete by late June, 2000.

Marketing

Sommerhalder presented for Committee review a Service Level Agreement with the Department of Health and Welfare for on-line **retail tobacco permitting**. He requested the Committee's review pending the approval of the Division of Purchasing. The application will give Idaho tobacco vendors the ability to renew their tobacco permits 24 hours a day, at no charge. The non-revenue generating application will streamline DHW processes and speed up processing time for retailers.

Access Idaho is in the process of developing an SLA for the **Idaho Real Estate Commission** for on-line real estate license applications.

The **State Tax Commission** is currently reviewing an SLA for an IFTA tax filing application, giving businesses the opportunity to file their IFTA (fuel tax) information on-line at no charge.

Also during May, 2000, the **Attorney General's Office** and the **Division of Building Safety** both met with IIC regarding their internal IT infrastructures, for discussions on insuring the ease of future E-Government applications.

The development staff has been spending time on IIC's internal billing system, to pave the way for two revenue generating applications (Certificates of Existence for SOS and Well Drilling Permits for Department of Water Resources) due to be completed in July, 2000. IIC has purchased CCVS (Credit Card Verification System) Software for credit card transactions.

Also in the area of development, IIC held two **training sessions** during May for the **State Calendar** and **How Do I** Functions of the new Home Page. Twenty people attended the sessions.

The Creative Services team is currently developing **five websites**, including the Department of Administration, ITRMC, Idaho's First Lady, the State Board of Education's Electronic Campus, and the Idaho Bankers Association.

PROJECTS COMPLETED

- ❖ **Re-design of State of Idaho Home Page** Official "Portal" or electronic front door to Idaho state Government (as of May 3, 2000, accessed by www.state.id.us)

- ❖ **State Calendar** Web users can locate information on state agency meetings and events
- ❖ **Press Releases-** Agencies may post press releases to the new Home Page
- ❖ **How do I?** Home Page search function designed to make use of agency input
- ❖ **Business Searches** accessed through the State Home Page

PROJECTS IN PLANNING AND DEVELOPMENT

- **Department of Transportation** -Batch Driver's Records (access authorized by IDT only)
-Interactive Driver's Record Search (IDT authorized users)
- **Department of Water Resources** -Well drilling permits
- **CCVS System for Credit Cards** - Software selected by IIC to utilize credit card transactions
- **State Board of Education** -"Electronic Campus" with searchable class database (8/2000 target date)
- **Department of Health & Welfare** -retail tobacco permits
- **Occupational Licensing Board** -18 types of occupational licenses
- **Department of Fish and Game** -Hunting and Fishing Licenses
- **Department of Parks and Rec** -Variety of permits
- **Department of Insurance** -insurance agent licensing renewals
- **State Tax Commission** -IFTA (fuel tax) filing
- **Attorney General's Office** -would allow citizens to be listed as "no calls" for telemarketers
- **Division of Building Safety** -renewal of Electrical, Plumbing and Public Safety licenses
- **Real Estate Commission** -licensing of real estate agents
- **Secretary of State's Office** -uniform Commercial Code Search (Sec. of State's UCC Database)

SERVICE LEVEL AGREEMENTS SIGNED

- ❖ **Secretary of State's Office** (Business Corporate Search)
- ❖ **Department of Health and Welfare** (for Tobacco Permits-in review by Division of Purchasing)

SERVICE LEVEL AGREEMENTS PENDING

- **Idaho Transportation Department** (Batch/Interactive Drivers Records)
- **Dept. of Water Resources** (Well Drilling Permits)
- **State Board of Education** (Idaho Electronic Campus)
- **Bureau of Occupational Licensing** (Board of Cosmetology, Board of Examiners, Nursing Home Administrators)
- **Idaho Real Estate Commission** (Real Estate Agent Renewal)
- **State Tax Commission** (IFTA Tax Filing)

In concluding his report, Somerhalder stated that currently no revenue has been generated by Access Idaho, however, with all the pending SLA's, IIC expects revenue to be generated soon. "We are not worried," he remarked. "We have more than enough to do, and our plate is full." IIC has been working with 40 to 50 agencies, and Somerhalder said he expects many applications to be "up and running" by the end of 2000. "We are confident we have a very bright future," he said.

COMMITTEE DISCUSSION

Rob Spofford said he would like to see statistics on the new Home Page, and IIC reported that during the Month of May, the site received 1.4 Million hits. Somerhalder offered to put together a one-page report for Approved Minutes, Access Idaho Steering Committee Meeting, Thursday, June 15, 2000

the committee, and to include any new applications. Spofford also inquired about the possibility of Access Idaho being able to accept credit cards for other things being done at the Department of Water Resources, where a new receipting system is being rolled out. Somerhalder said the two would meet to discuss the idea.

Keith Bumsted wanted to know if there had been any comments made about the operation of the site. IIC has received much input on the site, with the vast majority of it positive, said Chuck Knapp, IIC Marketing Manager. Bumsted also questioned if Access Idaho is satisfied with the response time on the site. Somerhalder said he is very satisfied.

REVIEW OF HEALTH AND WELFARE SLA

Somerhalder asked if there were any questions on the Service Level Agreement for the Department of Health and Welfare. **Rompala** inquired if the Committee needs to approve the document, and Knapp said IIC would like the Committee's approval contingent upon the approval of Purchasing. The document is being reviewed by the Department of Administration's Attorney General, JoAnna Guilfooy.

Mark Little indicated that he has already supplied IIC with his comments, however, he mentioned that page 10 is not needed. Page 10 is a signature page. It is not necessary for there to be two signature pages, said Little. With each new agency application, the main document should be amended with an added addendum and a signature is needed only once, at the end, Little explained.

ACTION ITEM

Rob Spofford moved and Mark Little seconded a motion that the Committee approve the Health and Welfare SLA contingent upon the Division of Purchasing's approval. The motion passed unanimously.

NEW BUSINESS

Rompala mentioned to the group that he has seen some confusion at the agencies as to what Access Idaho will do for them. There is a need to document what Access Idaho will and will not do, perhaps by putting together a booklet, he said. Somerhalder noted that IIC's main expertise is at the front end building E-Commerce applications. If agencies need other kinds of help, IIC will assist them in finding outside consultants, he said. Somerhalder said he would like to talk with Rompala further on the issue. Rompala said in general there needs to be a better line of communication with the agencies, not only about Access Idaho, but about other issues as well.

ADJOURNMENT

Being there was no other business to come before the Committee, Rompala adjourned the meeting at 3:00 p.m. Next meeting will be on **Thursday, July 20, 2000** from 1:30 to 3:00 p.m. in the East Conference room of the J.R. Williams Building.

Respectfully submitted,
Karen Bresnahan, ITRMC Project Tea